

# *Management Services*

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## **Mission and Overview**

Management Services is the division through which the City Manager, the chief administrative officer of the City, directs and coordinates the official services and business affairs of the City. Staff works closely with the City Council, recommending policy alternatives and assuring the proper and efficient implementation of Council-approved policies, programs and directives. The Internal Audit group, is responsible for examining every phase of operations to insure the City's assets are properly recorded and safeguarded and that operations are conducted in an efficient and effective manner. This division coordinates the development of new departments and sections, assists in their management, and is responsible for the preparation and presentation of the annual City budget to the City Council for its review and adoption. Also a unit of the Management Services department, the Public Information Office (PIO), oversees the dissemination of information to the public through various publications such as City Views and the City's Government Access Channel 6 on Charter Cable. The PIO serves as liaison with the media and oversees the City's cable franchise.

## **FY 2001/02 Accomplishments**

- Developed, designed and implemented the second annual Budget Summary Booklet.
- Reinstated the Community Forums program.
- Provided staff support and coordination of the various committees planning events for the "Week of Remembrance" programs.
- Coordinated the design and implementation of the Investment in Leadership Program for all management and supervisors of the City.
- Implemented KIVA software for service requests and record keeping.
- Enhanced overall communication with the public and the media through print and broadcast mediums.
- Expanded quarterly Newsletter City Views from 12 to 16 pages.
- Instituted outreach program for Speaker's Bureau.
- Continued to work with Charter Communications on improved customer service operations.
- Finalized negotiations with Charter Communications resulting in a \$12 rebate for wire maintenance plan.
- Completed Phase I of Management Services web page.
- Internal Audit completed 34 projects. These audits led to improved operational effectiveness and efficiency in the organization as well as potential cost recoveries of approximately \$2 million.
- Expanded the re-broadcasting schedule for the City's Boards and Commission Meetings on GTV6, and activated channel 21 for scrolling program listings.

**FY 2002/03 Goals**

- Ensure the implementation of City Council policy directives.
- Enhanced emphasis on internal and external customer service.
- Ensure that the City operates in an efficient and cost effective manner.
- Promote and support diversity in the workplace and the community.
- Continue to integrate the Long Range Financial Plan into the budget process.
- Work with Personnel and Employee Relations to continue the workforce development program.
- Expand the Glendale Mediation Program.
- Continue to enhance communication with the community and City employees.
- Increase communication with non-English speaking community through the following:  
 Increase interaction with Multi-lingual media (print and broadcast).  
 Create Multi-lingual policy for dissemination of information.  
 Create Multi-lingual print and broadcast information including Public Service Announcements
- Begin archiving press clippings on computer network (Data Imaging System).
- Construct low watt AM radio channel for the City.
- Continue cable franchise negotiations with Altrio Communications.
- Continue pursuing multi-agency operational and service opportunities.
- Review and update audit risk assessment.
- Complete Phase I of the Investment in Leadership program to train the remaining 139 managers and supervisors in this vital leadership development program. Begin implementation of Phase II of the citywide management development program.

**2002/03 Budget Adopted Appropriations**

	<u>Salaries and Benefits</u>	<u>Maintenance and Operation</u>	<u>Capital Outlay</u>	<u>Total</u>
<b><u>General Fund</u></b>				
City Council	191,107	96,726	10,000	297,833
Membership and Dues	-	62,010	-	62,010
City Manager	1,049,638	208,610	25,000	1,283,248
City Auditor	289,050	18,241	-	307,291
Citywide Training	-	436,709	-	436,709
Budgeted Underexpenditures				(35,000)
<b>Total General Fund</b>	<b>1,529,795</b>	<b>822,296</b>	<b>35,000</b>	<b>2,352,091</b>
<b><u>Cable Access Fund</u></b>				
City Council Cable Access	283,872	44,714	61,200	389,786
Capital Improvement Projects			625,000	625,000
<b>Total Cable Access Fund</b>	<b>283,872</b>	<b>44,714</b>	<b>686,200</b>	<b>1,014,786</b>
<b><u>Capital Improvement Fund</u></b>				
<b>Total Adopted Appropriation</b>	<b>1,813,667</b>	<b>867,010</b>	<b>921,200</b>	<b>3,566,877</b>
	<b>Budget 2000-2001</b>	<b>Budget 2001-2002</b>	<b>Estimated 2001-2002</b>	<b>Budget 2002-2003</b>
Total Personnel	24.00	24.00	25.00	26.00

Account Summary	<u>Expenditures Actual 2000-01</u>	<u>Current Year Appropriation 2001-02</u>	<u>Year to Date Expenditures 12/31/01</u>	<u>Estimated Expenditures 2001-02</u>	<u>Budget 2002-03</u>
<u>Financial</u>					
Salaries & Benefits	127,973	138,936	70,365	138,918	191,107
Maintenance & Operation	82,288	111,363	53,615	87,371	96,726
Capital	3,715	15,000	(193)	15,000	10,000
Charges - Other Depts	-	-	-	-	-
Total	<u>\$ 213,976</u>	<u>\$ 265,299</u>	<u>\$ 123,787</u>	<u>\$ 241,289</u>	<u>\$ 297,833</u>

<u>Personnel</u>	<u>Budget 2000-01</u>	<u>Budget 2001-02</u>	<u>Estimated 2001-02</u>	<u>Budget 2002-03</u>
Personnel Position Total	<u>6.00</u>	<u>6.00</u>	<u>6.00</u>	<u>7.00</u>

Personnel Classification Detail

	Budget 2000-2001	Budget 2001-2002	Estimated 2001-2002	Budget 2002-2003
Administrative Associate	0.00	0.00	0.00	1.00
Office Services Specialist II	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50
Sub-Total Full Time	1.00	1.00	1.00	2.00
Councilmember	5.00	5.00	5.00	5.00
Sub-Total Part Time	5.00	5.00	5.00	5.00
TOTAL	6.00	6.00	6.00	7.00

	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<b>Salaries &amp; Benefits</b>					
41100 Salaries	78,384	87,956	43,721	87,956	135,651
41200 Overtime	144	-	-	-	-
41300 Hourly Wages	60	-	-	-	-
41600 Compensated Absences	24	880	215	800	1,290
41700 Other Benefits	2,770	2,100	1,825	2,100	2,100
41800 Life Insurance	305	168	137	168	134
41900 Disability Insurance	183	317	223	317	479
42000 Vision Insurance	1,379	1,440	720	1,440	1,500
42100 Medical Insurance	38,597	40,988	20,206	40,988	44,050
42200 Dental Insurance	3,846	3,424	2,132	3,424	4,466
42300 Unemployment Insurance	97	95	44	95	85
42400 Compensation Insurance	487	478	241	478	423
42500 Medicare	1,487	1,090	840	1,090	929
42600 Social Security	211	-	62	62	-
42700 PERS Retirement	-	-	-	-	-
Total	<u>127,973</u>	<u>138,936</u>	<u>70,365</u>	<u>138,918</u>	<u>191,107</u>

**Maintenance & Operation Detail**

42800 Auto Allowance	35,023	31,228	20,910	31,228	31,540
43110 Contractual Services	3,109	32,369	2,201	10,000	21,000
44120 Repairs to Office Equipment	142	2,692	138	500	2,719
44300 Telephone	4,288	2,500	3,027	4,000	4,000
44450 Postage	108	1,181	36	500	1,200
44550 Travel	8,726	15,836	11,536	15,836	11,200
44700 Computer Software	-	1,056	-	1,056	1,077
44750 Insurance & Surety Bonds	1,656	2,063	743	2,063	2,115
44800 Membership & Dues	200	2,639	50	1,000	2,665
45050 Periodicals & Newspapers	149	375	78	375	379
45100 Books	65	422	40	422	426
45150 Furniture & Equipment	2,324	2,111	272	1,500	2,132
45250 Office Supplies	10,806	6,334	4,473	6,334	6,397
46900 Business Meetings	-	-	1,531	2,000	2,000
47000 Miscellaneous	15,692	10,557	8,581	10,557	7,876
Total	<u>\$ 82,288</u>	<u>\$ 111,363</u>	<u>\$ 53,615</u>	<u>\$ 87,371</u>	<u>\$ 96,726</u>

Account Summary	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<u>Financial</u>					
Salaries & Benefits	-	-	-	-	-
Maintenance & Operation	40,403	61,331	58,020	61,331	62,010
Capital	-	-	-	-	-
Charges - Other Depts	-	-	-	-	-
Total	<u>\$ 40,403</u>	<u>\$ 61,331</u>	<u>\$ 58,020</u>	<u>\$ 61,331</u>	<u>\$ 62,010</u>

<u>Personnel</u>	Budget 2000-01	Budget 2001-02	Estimated 2001-02	Budget 2002-03
Personnel Position Total	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
Maintenance & Operation Detail					
44800 Membership & Dues	40,403	61,331	58,020	61,331	62,010
Total	<u>\$ 40,403</u>	<u>\$ 61,331</u>	<u>\$ 58,020</u>	<u>\$ 61,331</u>	<u>\$ 62,010</u>

Account Summary	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<u>Financial</u>					
Salaries & Benefits	979,314	1,015,845	547,991	974,365	1,049,638
Maintenance & Operation	180,353	289,961	90,674	289,082	208,610
Capital	38,528	9,000	4,636	9,000	25,000
Charges - Other Depts	-	-	-	-	-
Budgeted Underexpenditure	-	-	-	-	(25,000)
Total	<u>\$ 1,198,196</u>	<u>\$ 1,314,806</u>	<u>\$ 643,302</u>	<u>\$ 1,272,447</u>	<u>\$ 1,258,248</u>

<u>Personnel</u>	Budget 2000-01	Budget 2001-02	Estimated 2001-02	Budget 2002-03
Personnel Position Total	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>



## Personnel Classification Detail

	<u>Budget 2000-2001</u>	<u>Budget 2001-2002</u>	<u>Estimated 2001-2002</u>	<u>Budget 2002-2003</u>
Administrative Analyst	1.00	0.00	0.00	0.00
Administrative Associate	1.00	0.00	0.00	0.00
Assistant City Manager	1.00	1.00	1.00	1.00
Assistant Public Information Officer	0.00	1.00	1.00	1.00
Assistant To City Manager	1.00	1.00	1.00	1.00
City Manager	1.00	1.00	1.00	1.00
Deputy City Manager	1.00	1.00	1.00	1.00
Executive Secretary (Confidential)	2.00	2.00	2.00	2.00
Office Services Specialist II	0.50	0.50	0.50	0.50
Office Services Secretary	0.50	0.50	0.50	0.50
Public Information Officer	0.50	0.50	0.50	0.50
Secretary to City Manager (Steno)	1.00	1.00	1.00	1.00
Senior Administrative Analyst	0.00	1.00	1.00	1.00
<b>TOTAL</b>	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>	<u>10.50</u>

	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<b>Salaries &amp; Benefits</b>					
41100 Salaries	840,846	866,930	477,175	835,000	893,374
41200 Overtime	1,655	1,037	2,344	3,300	3,000
41300 Hourly Wages	22,128	51,850	16,037	35,000	40,000
41600 Compensated Absences	28,359	2,963	5,458	8,000	13,330
41700 Other Benefits	3,385	4,000	67	4,000	4,000
41800 Life Insurance	2,125	1,531	1,239	1,531	2,112
41900 Disability Insurance	2,358	4,495	3,349	4,495	7,790
42000 Vision Insurance	1,812	2,034	971	2,034	2,328
42100 Medical Insurance	55,408	57,275	28,960	57,275	61,355
42200 Dental Insurance	6,323	6,192	3,327	6,192	6,661
42300 Unemployment Insurance	875	979	496	979	889
42400 Compensation Insurance	4,376	4,895	2,749	4,895	4,443
42500 Medicare	9,546	10,990	5,612	10,990	9,682
42600 Social Security	119	674	208	674	674
42700 PERS Retirement	-	-	-	-	-
<b>Total</b>	<b>\$ 979,314</b>	<b>\$ 1,015,845</b>	<b>\$ 547,991</b>	<b>\$ 974,365</b>	<b>\$ 1,049,638</b>

**Maintenance & Operation Detail**

42800 Auto Allowance	19,086	19,055	10,166	18,000	19,246
42900 Uniform Allowance	-	-	38	3,810	-
43110 Contractual Services	81,442	190,900	41,119	190,900	114,200
44100 Repairs to Equipment	56	-	-	-	1,000
44120 Repairs to Office Equipment	671	852	1,441	1,441	861
44300 Telephone	11,123	10,557	4,617	8,500	10,663
44450 Postage	2,334	2,111	600	1,800	2,322
44550 Travel	8,510	16,923	10,093	16,923	12,624
44650 Training	1,449	1,056	373	1,000	1,082
44700 Computer Software	2,787	4,334	-	1,500	1,000
44750 Insurance & Surety Bonds	14,877	16,662	8,455	16,662	17,077
44800 Membership & Dues	4,402	3,346	2,075	3,346	3,379
45050 Periodicals & Newspapers	383	528	183	528	528
45100 Books	914	528	77	528	528
45150 Furniture & Equipment	3,862	1,584	125	1,584	1,600
45250 Office Supplies	8,245	7,801	4,788	7,801	7,900
45350 General Supplies	-	-	21	21	1,000
46900 Business Meetings	-	-	2,238	2,238	3,000
47000 Miscellaneous	20,210	13,724	4,264	12,500	10,600
<b>Total</b>	<b>\$ 180,353</b>	<b>\$ 289,961</b>	<b>\$ 90,674</b>	<b>\$ 289,082</b>	<b>\$ 208,610</b>

Account Summary	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<u>Financial</u>					
Salaries & Benefits	254,036	271,581	133,597	276,666	289,050
Maintenance & Operation	14,185	16,020	9,719	13,117	18,241
Capital	-	2,200	2,146	2,200	-
Charges - Other Depts	-	-	-	-	-
Total	<u>\$ 268,221</u>	<u>\$ 289,801</u>	<u>\$ 145,462</u>	<u>\$ 291,983</u>	<u>\$ 307,291</u>

<u>Personnel</u>	Budget 2000-01	Budget 2001-02	Estimated 2001-02	Budget 2002-03
Personnel Position Total	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>

Personnel Classification Detail

	Budget <u>2000-2001</u>	Budget <u>2001-2002</u>	Estimated <u>2001-2002</u>	Budget <u>2002-2003</u>
Audit Supervisor	0.00	0.00	0.00	0.00
City Auditor	1.00	1.00	1.00	1.00
Senior Internal Auditor	2.00	2.00	2.00	2.00
TOTAL	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>

	Expenditures Actual 2000-01	Current Year Appropriation 2001-02	Year to Date Expenditures 12/31/01	Estimated Expenditures 2001-02	Budget 2002-03
<b>Salaries &amp; Benefits</b>					
41100 Salaries	226,379	247,516	114,931	247,516	257,760
41200 Overtime	279	-	522	522	-
41300 Hourly Wages	3,260	-	5,633	5,633	-
41600 Compensated Absences	5,126	2,497	1,523	1,850	3,860
41700 Other Benefits	700	1,200	30	750	1,050
41800 Life Insurance	972	843	446	843	722
41900 Disability Insurance	701	1,493	1,030	1,493	2,217
42000 Vision Insurance	828	828	414	828	828
42100 Medical Insurance	10,565	11,138	5,667	11,138	15,335
42200 Dental Insurance	1,154	946	690	946	1,993
42300 Unemployment Insurance	105	250	121	250	258
42400 Compensation Insurance	524	1,249	670	1,249	1,289
42500 Medicare	3,443	3,621	1,893	3,621	3,738
42600 Social Security	-	-	27	27	-
<b>Total</b>	<b>\$ 254,036</b>	<b>\$ 271,581</b>	<b>\$ 133,597</b>	<b>\$ 276,666</b>	<b>\$ 289,050</b>

<b>Maintenance &amp; Operation Detail</b>					
42800 Auto Allowance	3,601	3,600	1,940	3,600	4,080
43110 Contractual Services	1,545	-	1,345	1,345	-
44450 Postage	-	102	-	-	102
44550 Travel	-	2,017	559	925	1,813
44650 Training	4,243	2,063	(126)	880	3,745
44700 Computer Software	311	1,200	-	-	1,200
44750 Insurance & Surety Bonds	1,783	-	2,058	2,058	2,633
44800 Membership & Dues	335	1,020	660	660	1,020
45100 Books	99	408	41	41	408
45150 Furniture & Equipment	817	-	2,907	2,907	-
45250 Office Supplies	1,291	600	306	600	600
45350 General Supplies	-	4,500	-	-	2,400
47000 Miscellaneous	160	510	28	100	240
<b>Total</b>	<b>\$ 14,185</b>	<b>\$ 16,020</b>	<b>\$ 9,719</b>	<b>\$ 13,117</b>	<b>\$ 18,241</b>

Account Summary	<u>Expenditures Actual 2000-01</u>	<u>Current Year Appropriation 2001-02</u>	<u>Year to Date Expenditures 12/31/01</u>	<u>Estimated Expenditures 2001-02</u>	<u>Budget 2002-03</u>
<u>Financial</u>					
Salaries & Benefits	-	-	-	-	-
Maintenance & Operation	122,829	244,196	29,942	213,923	436,709
Capital	2,597	25,500	1,576	20,000	-
Charges - Other Depts	-	-	-	-	-
Budgeted Underexpenditure	-	-	-	-	(10,000)
Total	<u>\$ 125,427</u>	<u>\$ 269,696</u>	<u>\$ 31,518</u>	<u>\$ 233,923</u>	<u>\$ 426,709</u>

<u>Personnel</u>	<u>Budget 2000-01</u>	<u>Budget 2001-02</u>	<u>Estimated 2001-02</u>	<u>Budget 2002-03</u>
Personnel Position Total	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

Maintenance & Operation Detail

43110 Contractual Services	116,746	231,580	28,358	210,000	431,709
43150 City Services	-	-	980	1,200	-
44650 Training	-	-	486	1,200	-
45150 Furniture & Equipment	725	10,557	86	1,000	-
45250 Office Supplies	5,358	1,056	-	-	5,000
46900 Business Meetings	-	-	23	23	-
47000 Miscellaneous	-	1,003	9	500	-
Total	<u>\$ 122,829</u>	<u>\$ 244,196</u>	<u>\$ 29,942</u>	<u>\$ 213,923</u>	<u>\$ 436,709</u>